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**POLICY DOCUMENT ON GRIEVANCE REDRESSAL MECHANISM FOR EMPLOYEES AND STUDENT**

**1. Definitions**

- a) **'Grievance'** may be related to any of the employee's dissatisfaction / disagreement with any aspect of the College activities and services including those of other employees or persons.
- b) **'Employee or Person'** shall mean a member of the academic staff or an officer or non-teaching staff of the College who are on the rolls of the College.
- c) **Students / Parents / Guardians shall** mean a students on the current rolls of the College or their parents / guardians.

**2. Aim.**

The aim of these rules is to create and maintain an effective, timely, fair and equitable grievance handling system for its employees, students and their parents / guardians. In this, following shall be the key operative principles:

- a) To develop a culture of understanding, addressing and providing quick redress to any grievances and take steps to prevent recurrence of such incidents ;
- b) To set in place a grievance handling system that is student / employee focused ;
- c) To ensure that any grievance are resolved promptly, objectively and with sensitivity and in complete confidentiality as best as possible ;
- d) To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized and ;
- e) To ensure that there is a consistent response to grievances.
- f) To bring about transparency in administration and to ensure an unhindered process of teaching and learning in this college and to address the grievances of all the stakeholders (students, teaching staff and administrative staff), it is important to establish a Grievance Redressal Committee to weed out any grievement, which may arise due to biasness on the basis of religion, caste, color, gender, linguistic origin or region or age.

**3. Types of Grievance** ( The list is not comprehensive / exhaustive and issues as other may emerge would also form part of it)

**(1) Faculty/Staff Grievances**

- a) Against the conduct of any officer or support staff.
- b) Matters related to service conditions, performance appraisal, promotion, pay and allowances etc.

- c) Facilities at work place.
- d) Against library functioning.
- e) Against common services such as transportation, canteen, medical facilities etc.
- f) Grievances against Human Resource, Administration & Finance departments
- g) Action of any member of the faculty or staff

**(2) Student Grievances :**

**I. Grievances of Academic Nature**

- a) Academic content, quality, Course material
- b) Class scheduling / time table
- c) Issues related to student progress such as internal assessment, attendance norms / relaxation, progression to next class etc.
- d) Inadequacy / non-availability of learning resources such as library books & journals, lab equipment, IT facilities, maintenance issues, etc.

**II. Grievances against Faculty (Including Heads of Departments)**

- a) Academic delivery and quality
- b) Classroom conduct
- c) Regularity and punctuality
- d) Any discrimination / victimization of students

**III. Examination Related**

- a) Examination Related
- b) Result Related

**IV. Non –Academic Grievances ( Amenities and Services )**

- a) Deficiency in common services such as canteen, medical, etc.
- b) Quality of food and hygiene in hostels and mess
- c) Any deficiency in extra-curricular activities and facilities
- d) Student financial aid
- e) Identity card related

**V. Accounts Related Grievances**

- a) Fees and dues
- b) Fees concessions

c) Scholarships

d) Refunds

#### VI. Student to Student Grievances

a) Intra Class conflicts

b) Inter Class conflicts

#### 4. Procedure for Redressal of Grievance

##### (1) Informal resolution before an issue becomes a formal grievance

a) Complainants will be encouraged to resolve concerns or problems directly with the person(s) / Department concerned through personal discussions / counseling.

b) Grievances of the faculty and staff shall, as far as possible, be resolved by their respective reporting authority.

##### (2) Grievance handling and resolution mechanism

a) The grievance Redressal mechanism has three levels of Grievance Redressal of which Level-III is the Appellate Authority.

b) Formal grievances shall be submitted in writing stating full material facts to the First Level Grievance Handling Authority, as specified in the Matrix.

c) Grievances could also be presented via Suggestion Box put in the campus.

Name of Grievances	Level-I Grievance Handling Authority	Level-II Grievance Handling Authority	Appellate Authority
<b>Academic nature</b> Academic quality Course material Inadequate learning Resources Co – Curricular Activities	Head of the Department the student belongs to	IQAC	Principal
<b>Against Faculty</b> Academic delivery and quality Classroom Conduct Regularity and Punctuality Any discrimination / victimization of student Attendance.	Head of the Department the student belongs to	Staff Welfare Committee	Principal

Class time table Students Records			
<b>Examination Related</b> End-semester / Supplementary exam related Evaluation of Answer sheet Grading /Results De-Barred / Year Back Cases Internal Assessment.	Head of the Department the student belongs to	Exam Committee	Principal
<b>Internship and Placements</b> Placement related Internships related	Head of the Department the student belongs to	Placement Coordinator	Principal
<b>Amenities and Services</b> Common Services (Transportation / Canteen) Co-curricular facilities Travel Concessions Identity Cards	Student's Parliament	Senior Clerk / Head Clerk	Principal
<b>Hostel related Grievances</b> Quality of Food and Hygiene Hostel Amenities	Student's Parliament	Hostel Warden	Principal
<b>Finance related</b> Fees and Dues Fees Concessions Scholarships Refunds	Senior Clerk / Head Clerk	Bursar	Principal
<b>Student to Student</b> Intra –School Conflicts Inter – School Conflicts	Student's Parliament	Disciplinary Committee	Principal

### (3) Procedure & stages in Grievances Handling

The following procedure can be utilized to submit a grievance of any kind.

- a) The Suggestion Box is checked every week for any grievances. On finding the complaints put in the suggestion box, it is referred to the concerned authority within two working days.
- b) Formal complaint by the aggrieved person shall be submitted in writing to the Level-I Grievance Handling Authority.
- c) The authority concerned will start the Redressed process within two working days of receipt of the matter.
- d) The designated authority may allow an opportunity to the complainant to formally present their case along with the relevant documents in support. The authority may also seek clarification from the complainant or call for further material facts having bearing on the matter. Such clarification may be sought by written or verbal request or by face-to-face interview with the complainant.
- e) The Authority concerned will then endeavor to resolve the grievance as soon as possible, but within maximum of 5 days and convey the outcome / action taken to the complainant or forward the same to level – 2 authority.
- f) The level – 2 authority, may get the matter investigated through a designated subcommittee, if so considered necessary to arrive at a decision.
- g) Wherever required, the college will take preventive or corrective action in a reasonable time and advise the complainant of the same.
- h) The complainant may approach / appeal to the next higher level / Appellate authority in case they receive no response from either level 1 or level 2 handling officer, or where the complainant finds the response not being satisfactory.
- i) The concerned Appellate Authority will convey its decision within five working days from receiving the appeal.
- j) The decision of the Appellate Authority will be final, and no further appeal will be entertained under any circumstances.

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